

## Complaint Tracking for Captioned VCO Service (CapTel) in Texas ( 6/1/04 - 5/31/05)

**Total Customer Contacts: 22**

Tracking #	Date of Complaint	Cat. # Compl.	Nature of Complaint	Explanation of Resolution or Status	Date of Resolution
1016	6/30/04	30	Billing Issue	Explained billing situation to customer.	6/30/04
1058	7/14/04	35	Incoming International captioned call	Customer assured international call to and from Canada will work. Restriction is due to TX TRS not allowing international calls to the CapTel 800#. Informed customer the correct number to use to reach the captioning service from an international location is 608-204-2770.	7/14/2004
1115	9/24/04	29	Account Login Failure	Unit's account activated. Unit now in service.	9/24/04
1116	9/21/04	25	Disconnect/ Reconnect during calls; DTMF Tone Interference	Reconnect prompt enable on cust phone. Customer asked to report if this has resolved problem. Tech support adjusted DTMF pass through. Customer asked to report if this has resolved problem.	9/28/04
1201	12/10/04	24	Inability for CapTel unit to reach data toll free number due to network congestion; Inability to connect to voice toll free number due to network congestion	Sent email explaining there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed the transmission difficulties should be resolved.	12/10/04
1202	12/11/04	24	Inability for CapTel unit to reach data toll free number due to network congestion	Sent email explaining there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed the transmission difficulties should be resolved.	12/11/04

1203	12/15/04	24	Inability for CapTel unit to reach toll free # due to network congestion	Explained over the phone that there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed the transmission difficulties should be resolved.	12/15/04
1204	12/20/04	21	Captioning speed; garbling; Inability for CapTel unit to reach data toll free number due to network congestion; Inability to reach toll free Captioning Service # from Canada due to TX relay specification not to allow international inbound calls to via an 800#	A detailed letter was sent. Explained that there was transmission congestion within the nationwide toll free network. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of that network confirmed the transmission difficulties should be resolved. Also noted that incoming calls from Canada to TX via a TX relay service require use of the international toll number rather than an 800#. Provided alternate international call in # for the Captioning Service. Resolution provided.	12/20/04
1268	2/10/05	25	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Suggested contacting phone company to check the quality of the phone line. Customer followed up and confirmed moving the phone to a different jack helped.	2/10/05
1340	3/17/05	24	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/21/05

1342	3/28/05	24	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
1343	3/28/05	24	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
1344	3/28/05	24	Inability for CapTel users to reach the data toll free number	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.	3/28/05
1399	4/1/05	07	Accuracy of captions	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions may be inaccurate.	4/1/05
1400	4/11/05	29	Captions stop in middle of call	Customer contacted CapTel Customer Service to do test calls. Customer said it hasn't happened again so will see how future calls go.	4/12/05
1401	4/13/05	29	Quality of phone line affecting quality of captions and audio during CapTel calls in 2 line use	Sent information explaining the difference between a voice connection and a data connection. Suggested contacting the phone company to have them check the quality of the line.	4/13/05
1402	4/15/05	25	Disconnect/Reconnect during calls	Discussed possible causes of disconnect/reconnect during captions calls and discussed tips to reduce their occurrence.	4/15/05

1403	4/18/05	24	Inability for the voice user to connect to the Voice-in Toll Free number: receives error message.	Conducted test call. Advised customer that we would investigate and report back. Reported findings to Technical Support for investigation. Called customer back and they reported that they are able to successfully receive calls now.	5/4/05
1405	4/27/05	29	Dropped characters	Initially spoke to customer by phone on 4/27/05. Customer did not experience these difficulties on call to CapTel Customer Service. Advised customer to contact their phone company to evaluate quality of line for carrying a data transmission. Offered support if problem continued.	4/29/05
1455	5/2/05	29	Sound Quality-Static; Incoming connection	Customer states that issues have not reoccurred and is satisfied with how CapTel is functioning. Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer notified. Customer states that issues have not reoccurred and is satisfied with how CapTel is functioning.	5/5/05
1456	5/13/05	29	Echo sounds	Advised customer of ways to avoid echo by holding handset away from face. This resolved incidence.	5/19/05
1458	5/19/05	25	Disconnect/Reconnect during calls	Have offered to enable <Reconnecting> prompt for customer. Exploring possibility that disconnect/reconnect may be due to phone line type (possible cable line).	6/01/05; ongoing